

**MURUGESH S**

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Job Objective

Seeking senior level assignments in AR - Operations / Client Management / Reconciliations with an organization of repute preferably in India / Middle East

Profile Summary

- Offering 10 years of experience in Accounts Receivables Operations Manager, Client Management and Reconciliations
- Proficiency in managing financial accounting, receivables & payables management, Service tax Compliance, preparing ledger books, bank reconciliation statements and finalization of accounts
- Well versed with the concept of Taxation pertaining to C Forms or TDS Certificates, Account Receivable & Collection Accounting
- Skilled in preparing MIS Reports using Excel; adept in development & implementation of MIS to ensure timely availability of business information necessary to facilitate critical decision-making process
- Exhibited skills in team supervision and relationship management as well as exceptional communication abilities to cut across the organizational levels and accomplish targets
- **CAN (Cheque Advice Note)** : Circulate the bank credit to the team, Once allocation details is received from the team prepare the CAN and sent the CAN to accounting team, testing AR process. Need to work with the accounting team on BRS open item and close the open items. Need to support the audits on required basis
- Maintain and manage general ledger accounting functions.
- Maintain and manage accounts payable and accounts receivable records.
- Verify customer balances and rectify discrepancies in accounts receivable books.
- Verify bank deposits and bank payments and reconcile with bank records and statements.
- Assist and support internal and external audits.
- Assist senior accounting staff in preparing budgets, periodic financial statements and records.
- O2O (Order to Order) end to end process Contract Validation and till the Invoicing. Significant experience in **Proposal, Bid Management, Presales**, marketing research activities, and collateral development for IT business.
- Independently planning and managing the entire RFx process. End to end responsibility of submitting a competitive bid and includes pre-bid and post-bid activities.
- Significant experience in providing administrative support in bid approval tracking and working closely with Aligned Functions to ensure that deadlines are met.
- Significant experience in working/liaising with Technical teams, Contracts and Negotiations, Legal, Quality Assurance, Pricing in delivering winning bids/ RFP's.
- Significant experience on building Case Studies & Presentation, Work flows.
- Good command on **Microsoft Package Tools**.

Role- SSR (Sales Support Represented)

End to End Bid Management for Financial Services which primarily involves Information Technology business comprising of Consulting Services (CRM, Supply chain), Technology Services

- Bid Management
 - Managing the end to end delivery of the bid coordinating with Business Development Executives, Account Teams, Delivery and Practice Teams, Onsite legal and Finance teams.
 - Ensuring that proposal submissions are compliant with all applicable RFP instructions and guidelines
 - Adheres to all the key milestones specified in the RFP/RFI as part of the bidding process and keep all the key stakeholders updated regularly on the progress
 - Coordinates all aspects of proposal response and internal reviews like PQA and BU Deal reviews.
 - Engaged in activities related to making presentations, white papers, case studies, marketing collaterals etc
 - Collaborates and provides recommendations improving proposal processes, databases, archives, templates, power point decks etc
 - Manage calendar in line with the pipeline of new opportunities
 - Liaising effectively with senior management, account heads, practice and delivery heads
 - Working with pricing team on commercials, that includes working on Milestones and T&M pricing

Core Competencies**Operations Management**

- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Preparing MIS reports as per SLA with a view to apprise management of the process operations and assist in critical decision-making process

Receivable Management

- Overseeing the reporting of process dashboards and weekly performance reports; receiving the cheques from client and posting the transactions in books of accounts
- Handling reconciling of accounts receivable trial balances with the general ledger control account; maintaining all advance deposits received and balancing them to the general ledger at month end

Client Relationship Management

- Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices

Team Management

- Leading, training and monitoring performance of the team members for maintaining excellence in service operations
- Creating and fostering a healthy environment which facilitates high performance of team members and accomplishments of organizational goals

Employment Details

Since Feb'12: IBM India Pvt. Ltd.,

Growth Path

Feb'12 - Jul'13

Project Co-coordinator FTH Full Time Hired (Direct Contract with IBM Bangalore, Karnataka)

Aug'13 - Till Date

AR –Operations Executive on permanent IBM roll from (Bangalore Karnataka)

Sep'06 - Jan'12: Manpower Services India Pvt. Ltd., Bangalore as Coordinator

Key Result Areas

- Liaising with the customers i.e., both Business Partners (BP) and Direct Customers (DC) on daily basis for driving critically overdue "C" Forms the aged as well as for the current financial year C Forms
- Interacting with internal IBMers and directly with the customers for:
 - Resolving customer issuances
 - Reconciliation of data for the customers internally within IBM
 - Providing any information pertaining to C forms or TDS Certificates
- Involved in spooling of Invoices from data base
- Sending day-to-day TDS Certificates and C form collection reports
- Generating the status reports on a weekly basis to the Senior Management
- Accountable for sending the reconciliation reports through check on the C forms and TDS Certificates against the pending invoices to taxation team every week and the same is documented for AR (Accounts Receivable) records
- Efficiently managing the AR (Accounts Receivable) back end activities (AR MIS Reports) by:
 - Segregating the data territory wise and sector wise and send this tracker to accounts
 - Updating the status on AR tracker segregating sector wise brand wise (Accounts Receivable) accounts to the senior management on weekly basis
 - Making collection review with Client's Representative and updating the same to senior management.
 - Developing statement of accounts

Highlights

At IBM India Pvt. Ltd., Bangalore Karnataka AR Operations Executive

- Accredited with an award in Jul'07 from CFT Head in recognition of the drive and results exhibited in collection of C forms from BP and DC
- Gained extensive exposure in TDS and C-Form collection
- Instrumental in resolving client delivery issues via negotiation and liaison with different teams
- Played pivotal in coordinating with IBM and IBM business partner for handling reconciliations

At Manpower Services India Pvt. Ltd., Bangalore Karnataka, as Coordinator

- Functioned as an Team Lead in IBM for driving C and D forms from direct customers in the customer support operations (CSO) team at IBM Pvt. Ltd.
- Got an offer to work on contract basis in IBM India Pvt. Ltd in the CSO team

Previous Experience

Sep'05 - Sep'06: Prateek Capital Services Pvt. Ltd., , Bangalore Karnataka as Accounts Executive

IBM has outsourced its Collection of C and D forms from Direct Customers to Prateek Capital

Oct'2000 - May'05: Badami & Kamath Chartered Accountants, Bangalore as Accountants Executive

Key Result Areas

- Responsible for complete process of accounting vouching and inputting the accounts in Tally Package
- Managed the team for Internal Audits in:
 - NIIT (Bangalore)
 - e-Serve International (Bangalore)

Education

- (M.Com.) from Karnataka Open University (Karnataka)
- B.Com. from Alagappa University, Karaikudi (Tamil Nadu)
- Diploma in Accounts from **Rao's Business Study Circle in 2002**

IT Skills

Operating System: MS DOS, Window 2000

Other Package: MS-Office (Word, Excel & Power Point)
Accounting Package: Tally (all versions)

Personal Details

Language Known: English, Telugu, Tamil, Kannada and Hindi
Address: 296, Nobel Residency, Near Nandhi Woods Apartment Yellanaahalli , Bangalore – 560076 **INDIA**

Strengths:

- Quick learner and an efficient team player.
- Adaptable to any kind of environment.
- Honest and hard working
- Motivation.